IN THE CLAIMS

Upon entry of the present amendment, the status of the claims will be as is shown below. This listing of claims replaces all previous versions and listings of claims in the present application.

1. (Currently Amended) A method of collecting information, comprising:

sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, to a communications device, the interactive script including at least a first query and a second query that is presented based ~~depends~~ on a response to the first query; and

receiving the response to the first query and a response to the second query ~~either automatically~~ from the communications device, each of the response to the first query and the response to the second query being ~~or~~ based upon input from a user of the communications device.

2. (Currently Amended) The method of collecting information of claim 1, wherein the received ~~response comprises~~ responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user of the communications device, a personal identification of the user of the communications device, an account number of the user of the communications device, a password of the user of the communications device, billing information of the user of the communications device, the intent of the user of the communications device, a preferred language of the user of the communications device, and a question from the

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user of the communications device.

3. (Currently Amended) The method of collecting information of claim 1, wherein the received response is responses are a textual representations representation of one of a DTMF tone, VoiceXML and HTML speech tags.

4. (Original) The method of collecting information of claim 1, further comprising providing the response to a user of a recipient device.

5. (Original) The method of collecting information of claim 1, the response being additionally based upon information provided by the communications device.

6. (Currently Amended) A method of determining a final call destination for a user using a communications device, the method comprising:

sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from a call queue to the communications device, the interactive script including at least a first query and a second query that is presented based depends on a response to the first query, the queries being presented to the user via a user interface associated with the communications device; and

receiving the response to the first query and a response to the second query either automatically from the communications device, each of the response to the first query and the response to the second query being or based upon input from the user of the communications device, and determining a call destination based on the received response responses.

7. (Currently Amended) The method of determining the final call destination of claim 6, wherein the received response comprises responses comprise information of at

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least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user, a personal identification of the user, an account number of the user, a password of the user, billing information of the user, the intent of the user, a preferred language of the user, and a question from the user.

8. (Currently Amended) The method of determining the final call destination of claim 6, wherein the received response is responses are a textual representations of one of a DTMF tone, VoiceXML and HTML speech tags.

9. (Currently Amended) The method of determining the final call destination of claim 6, further comprising providing the received response responses to an agent at the call destination.

10. (Original) The method of determining the final call destination of claim 6, the response being additionally based upon information provided by the communications device.

11. (Currently Amended) A method of interactively pre-screening caller information of a user using a communications device, the method comprising:

sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device, the interactive script including at least a first query and a second query that is presented based depends on a response to the first query; and

receiving the response to the first query and a response to the second query either automatically from the communications device, each of the response to the first

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query and the response to the second query being ~~or~~ based upon input from the user of the communications device.

12. (Original) The method of interactively pre-screening user information of claim 11, further comprising establishing a communications connection between the communications device and one of a plurality of agent devices, the one of the plurality of agent devices being determined based on the response.

13. (Currently Amended) The method of interactively pre-screening user information of claim 11, wherein the received ~~response comprises~~ responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user, a personal identification of the user, an account number of the user, a password of the user, billing information of the user, the intent of the user, a preferred language of the user, and a question from the user.

14. (Currently Amended) The method of interactively pre-screening user information of claim 11, wherein the received ~~response is~~ responses are a textual representations of one of a DTMF tone, VoiceXML and HTML speech tags.

15. (Original) The method of interactively pre-screening user information of claim 11, further comprising providing the response to an agent of the information service at an agent terminal.

16. (Original) The method of interactively pre-screening user information of claim 11, the response being additionally based upon information provided by the communications device.

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17. (Currently Amended) A computer readable medium for storing a computer program that controls collection of information from a user of a communications device, the computer readable medium comprising:

a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent to the communications device, the interactive script including at least a first query and a second query that is presented based depends on a response to the first query; and

a data processing segment that receives a response to the first query and a response to the second query either automatically from the communications device, each of the response to the first query and the response to the second query being or based upon input from a user of the communications device, the data processing segment analyzing the received response responses.

18. (Original) The computer readable medium of claim 17, the response being additionally based upon information provided by the communications device.

19. (Currently Amended) A data reception system that receives collected data from a user using a communications device, comprising:

a call queue that receives a call from an automated call distributor and sends, using a session initiation protocol (SIP) message, an interactive text markup programming language script to the communications device, the interactive script including at least a first query and a second query that is presented based depends on a response to the first query, the call queue receiving a response to the first query and a

response to the second query the received response being received either automatically from the communications device, each of the response to the first query and the response to the second query being or based upon input from the user of the communications device, and the received response responses being processed at the call queue.

20. (Original) The data reception system of claim 19, wherein the response is additionally based upon information provided by the communications device.